

DOCKET SECTION

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

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POSTAL RATE COMMISSION
SECRETARY
Docket No. R97-1

POSTAL RATE AND FEE CHANGES, 1997

COMPELLED RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF DOUGLAS F. CARLSON (DFC/USPS-30-32)

Pursuant to Presiding Officer's Ruling No. R97-1/89 and Rule 25(d) of the Commission's Rules of Practice, the United States Postal Service hereby provides responses to the following interrogatories of Douglas F. Carlson: DFC/USPS-30-32. Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
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February 6, 1998

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS F. CARLSON

DFC/USPS-30. Please discuss the extent to which the data provided in the responses to DFC/USPS-16 and DFC/USPS-29 accurately reflect the number of Consumer Service Cards that customers actually submitted and the number of telephone, written, or in-person complaints that actually were transferred to Consumer Service Cards in accordance with the procedures described in Attachment A to the response to DFC/USPS-15. Please state the basis for your answer.

RESPONSE: Providing a comprehensive response to this question would require substantial research at virtually every Postal Service facility. The Postal Service has not conducted this investigation.

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DFC/USPS-31. Please discuss the extent to which postal employees follow the procedures described in Attachment A to the response to DFC/USPS-15 (pages 2-3) in transferring customer complaints to Consumer Service Cards. Please state the basis for your answer.

RESPONSE: Providing a comprehensive response to this question would require substantial research at virtually every Postal Service facility. The Postal Service has not conducted this investigation. However, the Postal Service's Consumer Advocate's office reports that it has no reason to believe that postal employees customarily fail to follow proper procedures for filling out Consumer Service Cards.


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DFC/USPS-32. Please discuss all procedures that the Postal Service uses to audit postal employees' compliance with the procedures described in Attachment A to the response to DFC/USPS-15. Please provide the results of any audits or procedures.

RESPONSE: Determining the efforts that are made locally to audit compliance with the procedures described in Management Instruction PO-250-93-2, regarding customer complaint resolution, would require an extensive investigation, which the Postal Service has not conducted. The Postal Inspection Service and Headquarters Consumer Advocate's office report that these procedures have not been the subject of audit attention on the national level.

CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the Rules of Practice.


Anne B. Reynolds

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